

# **American Express Fraud Departments Info Sheet**

## **American Express Fraud Department**

**Objective:** To identify fraud charges and investigate these charges with intention to prosecute.

**Duties:**

- Process incoming and outgoing calls to cardmembers to identify what charges are valid and which charges should be handled as fraud;
- Process all fraud cases while working with law enforcement towards prosecution;
- Assist the cardholder with their rights and provide them information on the 3 Credit Bureaus in order to obtain a free copy of their credit report.

## **Account Security Department**

**Objective:** To locate fraud before it happens as well as to identify fraud on an account before the fraudster has an opportunity to commit further fraud charges.

**Duties:**

- Process outgoing and incoming calls with cardholders to verify if charges belong to the cardholder;
- Identify out-of-pattern charging on accounts (Out of pattern charges may be identified by location, amount, vendor, or a combination of all of these);
- Perform reviews to look for trends by merchant.

They will stop the charging ability of the card if fraud is suspected while they contact the cardholder and will issue a new card if fraud is identified.

## **Merchant Fraud Department**

**Objective:** To identify Fraud Merchants as well as to identify fraud that is occurring through merchants' employees.

**Duties:**

- Process outgoing and incoming calls to Merchants;
- Identify when fraud patterns may be created by a lapse in security data at a merchant as well as employee fraud.
- Host fraud reduction seminars for merchants.

This group looks for compromised card information. They will reissue all new cards and send out a letter to cardholders stating that there may be a potential for fraud on their card so a new one has been sent.

## **Charge Verification Group**

The Charge Verification Group (CVG) is responsible for protecting Cardmembers and Merchants by preventing shipment of fraudulent merchandise for telephone, mail order, and internet transactions. The Charge Verification Group (CVG) contacts the Cardmember to verify orders and notifies the merchants to whether or not the transaction is valid. This allows the merchant the opportunity to prevent shipment of fraudulent merchandise.

This is not a complete list of duties but an overview of these areas. All of these Departments work together in order to prevent fraud from occurring or to stop fraud from continuing on our cardholders accounts. When fraud has been identified and a fraud case has been established, the cardholder will be asked to sign an affidavit. The charges will be credited to the cardholder's account and no further information will be released to the cardholder. Credit Card fraud is a felony and will be prosecuted as such. Due to the felony status, no information may be released.